

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	"6724887".pn. and average	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:07
L2	19	call adj center same average near3 hold near3 time	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:08
L3	133	call adj center same average with time with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:34
L4	4	call adj center same total with response with time with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:34
S11 1	268	customer adj service\$2 with evaluat\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:53
S11 2	23	customer adj service\$2 with evaluat\$4 same agent\$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:55
S11 3	10	customer adj service\$2 with rating same agent\$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:56
S11 4	2	customer adj service\$2 with rating same effort\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:57
S11 5	14	705/7.ccls. and agent same rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:59
S11 6	1	"624223".apn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:22

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S11 7	336	705/7.ccls. and customer adj service	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:59
S11 8	15	705/7.ccls. and customer adj service same effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:00
S11 9	8	customer adj service with (rate rating) with effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:01
S12 0	2	customer adj service with (rate rating) with star	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:02
S12 1	11	customer adj service same (rating rate) same star	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:04
S12 2	4	contact adj center with agent with rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:07
S12 3	6	contact adj center same e\$mail same evaluat\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:10
S12 4	41	contact adj center same performance same report\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:11
S12 5	152	379/265.06.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:48
S12 6	25	379/265.06.ccls. and rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:13

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S12 7	16	379/265.06.ccls. and rating and (e\$mail chat)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:11
S12 8	35	379/265.06.ccls. and effort\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:13
S12 9	4	379/265.06.ccls. and (rating rate) same (e\$mail chat\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:16
S13 0	84	379/265.06.ccls. and (rating rate)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:16
S13 1	53	379/265.06.ccls. and (rating rate) with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S13 2	59	379/265.06.ccls. and evaluat\$4 with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S13 3	50	379/265.06.ccls. and evaluat\$4 with performance	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S13 4	1	"624223".apn. and asynchronous	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:23
S13 5	10095	contact adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:23
S13 6	4	e\$mail adj contact adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26

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S13 7	0	technical adj support adj center with agent with evaluat\$4 same e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S13 8	0	technical adj support adj center with agent with evaluat\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S13 9	6	technical adj support adj center with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:29
S14 0	8291	measur\$4 with effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:29
S14 1	0	measur\$4 with effort with typ\$4 with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:30
S14 2	5	measur\$4 with effort with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:30
S14 3	191	non\$real\$time adj communication	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:31
S14 4	8	non\$real\$time adj communication same evaluat\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:31
S14 5	301	time with respond with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:50
S14 6	7	time with respond with e\$mail same evaluat\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:49

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S14 7	1	time with compose with e\$mail with word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:51
S14 8	1	time with compose with word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:54
S14 9	2	time with compose same word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:54
S15 0	0	time with write with e\$mail with word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S15 1	86	time with write with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S15 2	1	(measur\$4 evaluat\$4) with time with write with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S15 3	1	(measur\$4 evaluat\$4) same time with write with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:56
S15 4	3	(measur\$4 evaluat\$4) same time same write with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:56
S15 5	32	(measur\$4 evaluat\$4) same time same writ\$4 with e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 11:52
S15 6	115	call adj center same e\$mail same (skill evaluat\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 11:53

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S15 7	41	call adj center same e\$mail same (skill evaluat\$4) same (respond response)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 12:05
S15 9	0	call adj center with simulation same e\$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:00